

**MADERA COUNTY**  
**QUALITY MANAGEMENT COORDINATOR**

**DEFINITION**

Under direction, to develop, implement and coordinate quality management systems for all mental health services; to provide consultation to the Managed Care Program; to provide back-up for telephone screening, assessment and authorization of services and referral; and to perform related work as required.

**SUPERVISION EXERCISED**

May exercise supervision over assigned staff.

**DISTINGUISHING CHARACTERISTICS**

This is a specialized single class responsible for the development and monitoring of Behavioral Health Services' Quality Management Programs pursuant to the Quality Management Standards promulgated by the California Department of Mental Health. Must assist in the provision of program and department awareness of changes in the California Department of Mental Health, and Federal standards, regulations and mandated requirements.

The Quality Management Coordinator will generally report to a Behavioral Health Services Division Manager and coordinate quality improvement programs and activities.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Develops, implements, and coordinates quality assurance programs and activities; develops, implements, and maintains procedural systems that improve and monitor quality of patient care programs and activities; consults with department management regarding program needs, policies and procedures, and prepares plans to ensure quality patient care; reviews State and Federal quality assurance regulations, monitors department fee compliance and recommends needed changes; prepares reports, correspondence, special studies and research; serves as staff consultant to the Quality Management Committee, Quality Improvement – Peer Review, Central Valley Quality Improvement Committee, Northern California Quality Improvement Committee, Quality Improvement Committee – Task Force, Policy Committee, Medication Monitoring Committee, and Ad Hoc consultant to other committees and work groups related to Quality Management, policy review, or staff education as needs are identified; develops and facilitates staff training based on identified needs; chairs the County Interagency Quality Improvement Committee and performs other duties as required to accomplish the goal of quality assurance; oversees cultural competency plan; presents to consumers on consumer rights and problem resolution; provides monitoring and quality control services; oversees client satisfaction and problem resolution processes; evaluates the effectiveness of policies and procedures; oversees credentialing and processes and provides satisfaction surveys; prepares and maintains correspondence and reports; and provides back-up for clinicians within the Department of Behavioral Health in completing telephone screening, assessments, authorizations and referrals for clients seeking mental health services.

**OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of mental health, psychiatric and psychotherapeutic services.  
Risk management, education and quality assessment and improvement in a mental health setting.  
Current trends and issues in quality assessment and improvement, psychiatric treatment and risk management.  
County, State and Federal legislation and regulations applicable to psychiatric and/or mental health patient care issues.  
General principles of psychiatric assessment.  
Principles and practices of supervision.  
Computer software programs necessary for successful job performance.

Skill to:

Operate a motor vehicle safely.  
Operate modern office equipment including computer equipment.

Ability to:

Organize, coordinate and evaluate outpatient mental health services and programs to ensure quality patient care and conformity with prescribed laws, regulations and standards.  
Work cooperatively with County management staff, contract providers, State Department of Mental Health auditors, and other Local, State and Federal agencies.  
Effectively train staff in Quality Assurance principles and practices.  
Prepare detailed reports.  
Develop and analyze data.  
Maintain accurate records.  
Collaborate effectively with intra and inter agency staff, or representatives.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible mental health experience as a Psychologist, Clinical Social Worker, or Marriage, Family and Child Counselor.

*Madera County*  
*Quality Management Coordinator (continued)*

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Training:

Graduation from an accredited graduate school with a Master's Degree in Counseling, Social Work, Psychology, Marriage and Family Counseling or a closely related field.

License or Certificate:

Valid license issued by the State of California to practice as a Psychologist, Clinical Social Worker, or Marriage, Family and Child Counselor.

Possession of, or ability to obtain by date of appointment, an appropriate valid California Driver's License issued by the State Department of Motor Vehicles.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 25 lbs.; exposure to cold, heat, noise, outdoors, chemicals, and infectious disease; ability to travel to different sites and locations.

Date: April 2006